

## **Catholic Charities of Santa Clara County - Program Director Job Description**

### **GENERAL NATURE OF POSITION:**

1. Responsible for the development and implementation of the SAMHSA PCBHI – HIP project.
2. Maintains broad responsibilities for medical and administrative functions, and oversee all aspects of practice operations to accomplish the mission and goals of the health center.
3. Promotes compliance with Federal, State, local regulatory standards.
4. Supervises a diverse team of professional, paraprofessional healthcare and administrative staff.
  5. Participates in long range planning and establishes goals and objectives to facilitate the delivery of quality patient care.
6. Establishes collaborative relationships with public and private healthcare systems to facilitate integration of primary and behavioral health care services.
7. Represents the health center/Agency in the community, interacts/communicates professionally with external customers, policy makers, funding sources, media, etc.
8. Committed to implementation of “best practices” and continuous improvement.
9. Promotes the mission of Catholic Charities through a commitment to service, advocacy and empowerment.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

#### **Clinic Operation and Patient Services**

1. Develops/implements a comprehensive program for clinical health services, including standard of practice in medicine, nursing and lab;
2. Directs clinic operation, delivery, oversight and evaluation of all patient care services;
3. Leads the Medical Director, nursing staff, psychiatrist, clinical director, behavioral staff, medical residents, and administrative staff to work as a high functioning integrated team;
4. Participates in planning, implementing and evaluating the clinical operational activities;
5. Applies knowledge of healthcare goals and objectives and the organizational business plan to bridge patient care services and outcomes;

6. Assists with development and preparation of budget; monitor and authorize expenditures in accordance with established limitations for the health clinic component of the department;
7. Maintains a professional working environment and facilitate structure and staff role development/training to foster the delivery of quality patient care;
8. Initiates planned change, evaluates outcomes, and implements corrective action through conscious, deliberate and collaborative efforts;

### **Quality Improvement and Risk Management**

1. Consults with the Medical Director and Administration in the formulation and implementation of the health center level Quality Improvement and Risk Management activities, specific to the ambulatory parameters;
2. Assists in developing and maintaining budget and cost control policies and procedures;
3. Advises the Administration regarding long-term planning and promotion of PBHCI mission of providing quality integrated care.

### **Contract Management**

1. Manages the grant requirements and service contracts;
2. Synthesizes program activities and outcomes, and develops comprehensive grant reports;
3. Supervises and collaborates with the Research/Evaluation consultant for the PBHCI project;
4. Establishes Agreements with inpatient and specialty health care to ensure continuity of care;
5. Maintains relations with payers, including negotiation, and keep current on financial trends.

### **External and Governmental Relations**

1. Serves as a liaison and represents the Agency at public-private healthcare management and service meetings;
2. Builds operational, collaborative relationships with the County system and private systems;
3. Researches/interprets policy affecting the program and planning for the health care reform;
4. Advocates for policy development and changes for integrated services. Works collaboratively with community-based organizations, state and local healthcare advocates;

5. Act as a liaison to respond and/or resolve differences with public-private agencies and community members.

#### **SUMMARY OF OTHER JOB DUTIES:**

1. Participates in Agency managerial responsibilities, e.g, Leadership Team, Division meetings, Quarterly Review reporting;
2. Other responsibilities as assigned to support specific department/business needs.

#### **QUALIFICATIONS:**

##### **1) Required knowledge, skills & abilities:**

- Principles of ambulatory healthcare administration, management analysis and organizational design to formulate/implement administrative policies, resource management and program development;
- Current ambulatory healthcare issues and trends that impact healthcare delivery;
- Principles of personnel management and supervision, budgetary preparation and control;
- Interpretation of policy and regulations for primary and behavioral health services delivery;
- Ability to address inquiries and grievance from patients, regulatory agencies or community;
- Ability to work with people from diverse backgrounds and understanding of complex community systems;
- Good oral and written communication skills;
- Computer skills using Windows.

##### **2) Minimum educational level:**

- Master's degree in counseling, social work, nursing, other human service profession or public policy program implementation

### **3) Experience required:**

- Professional license, LCSW, LMFT, PhD, RN preferred;
- Basic healthcare systems operations, payment requirements and policies regarding the implementation of direct primary and behavioral health care services;
- Working with high level government and non-profit organizations with decision making and problem solving skills to develop strategic partnerships;
- Minimum one year of working with professional and clinical staff required; leadership, management ability and supervisory or managerial experience of a social service program;
- Bi-lingual skills preferred, especially Spanish, Vietnamese and or Mandarin

### **4) Physical Requirements:** Ability to lift 25 pounds

### **5) General**

- Valid California driver's license and personal automobile
- Liability insurance according to agency requirements

### **SUPERVISORY RESPONSIBILITIES: Yes**

- Talent development: Recruit, develop and evaluate a team of diverse professional and paraprofessional healthcare and administrative staff. Conduct competence reviews, coaching and discipline.